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 Los Angeles, California 90045

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**FAX TRANSMISSION TO USPTO**

TO: Commissioner for Patents  
 Attn: Examiner Tadesse Hailu  
 Patent Examining Corps  
 Facsimile Center  
 Alexandria, VA 22313-1450

FROM: Jason S. Feldmar  
 OUR REF.: SVL920010047US1  
 TELEPHONE: (310) 642-4141

Total pages, including cover letter: 15

**PTO FAX NUMBER: 571-273-8300**

If you do NOT receive all of the pages, please telephone us at (310) 641-8797, or fax us at (310) 641-8798.

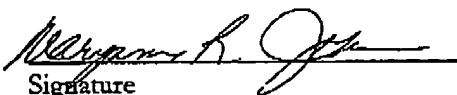
Title of Document	AMENDMENT UNDER 37 C.F.R. 1.111
Transmitted:	
Applicant:	Michael C. Morrison
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unit:	2173
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS
Our Ref. No.:	SVL920010047US1

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.

By:

  
 Name: Jason S. Feldmar  
 Reg. No.: 39,187

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 Signature

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 Date

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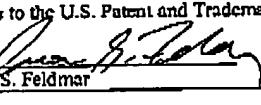
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Examiner: Tadesse Hailu  
 Group Art Unit: 2173  
 Docket: SVL920010047US1

## CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed *via facsimile transmission* to the U.S. Patent and Trademark Office on October 27, 2005.

By:   
 Name: Jason S. Feldmar

MAIL STOP AMENDMENT  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Dear Sir:

We are transmitting herewith the attached:

Transmittal sheet, in duplicate, containing a Certificate of Mailing or Transmission under 37 CFR 1.8.  
 Amendment Under 37 C.F.R. §1.111.

## CLAIMS PRESENT

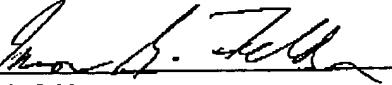
Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
<b>Total Claims</b>				
39	39	0	x \$50.00	= \$0.00
<b>Independent Claims</b>				
3	3	0	x \$200.00	= \$0.00
<b>MULTIPLE DEPENDENT CLAIM FEE</b>				\$0.00
<b>TOTAL FILING FEE</b>				\$0.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

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Customer Number 22462

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 JSF/mnj

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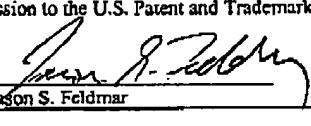
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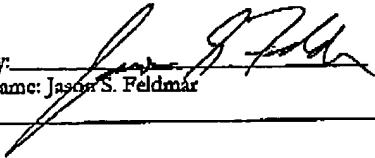
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Dear Sir:

In response to the Office Action dated July 27, 2005, please amend the above-identified application as follows.